Conservation -

A Smarter Way to Plant Out Your Garden

Planning a new landscape project? Want to know which plants help to conserve water and still look beautiful? Fresno has an exciting new water-wise gardening online resource that offers tons of water-saving tips to do just that. The new site, *Water-Wise Gardening in the Fresno Region*, features examples of local landscapes sure to inspire creativity in your own garden and lists a variety of plants, trees, and shrubs that will thrive in this region with less water.

For more traditional help in creating a water efficient garden, call the City of Fresno Water Conservation Program for a free landscape consultation service and also ask for a FREE brochure listing many of the same plant species that grow well in our Central California climate.

Visit www.fresno.watersavingplants.com for your smarter online water-wise experience or call 621-5480 for your free brochures.

Other Ways To Help:

Summer is a heavy water-use time. You can help alleviate the burden on our water system by following these simple guidelines.

Timing it Right

If setting your automatic watering timer is giving you trouble, the Department of Public Utilities Water Division can help!

As a courtesy to our customers, we will come to your home and show you how to adjust your automatic water timer **FOR FREE**.

By having your automatic water timer set correctly, you'll save both energy and water.

Keep Odd Hours

If you prefer set the timer yourself, remember to set it "off the hour" (3:45 a.m., 4:37 a.m., 5:11 a.m.) to alleviate the heavy burden put on our water supply at "on the hour" times. Remember to change the controller battery as a backup in case of power failures.

Planning to Drain Your Pool?

Call 621-5480 to obtain a free pool drain permit.

Report Water Waste

Call 621-5480

For a free water leak audit, call 621-5480.

WATERING SCHEDULE

NO WATERING MONDAYS

SPRING/SUMMER March 2 - November 30	WINTER December 1 - March 1
ODD Numbered Addresses: (Ending in 1, 3, 5, 7, 9) **Tuesday/Thursday/Saturday**	**ODD Numbered Addresses:** (Ending in 1, 3, 5, 7, 9) **Saturdays Only**
EVEN Numbered Addresses: (Ending in 0, 2, 4, 6, 8) **Wednesday/Friday/Sunday**	**EVEN Numbered Addresses:** (Ending in 0, 2, 4, 6, 8) **Sundays Only**
NO WATERING BETWEEN 6 A.M. AND 7 P.M.	**WATER ANYTIME ON YOUR DAY**

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What's in This Report?

This Annual Water Quality Report, prepared in cooperation with the California Department of Public Health, provides important information about Fresno's water supply, water quality, and water delivery system. Test results for Fresno's 2010 Water Quality Monitoring Program are summarized on pages. It is important to read the messages regarding various water quality issues from the U.S. Environmental Protection Agency (USEPA) and from your City of Fresno Water Division.

Unregulated contaminant monitoring helps EPA and the California Department of Public Health to determine where certain contaminants occur and whether the contaminants need to be regulated.

Facts About Drinking Water Standards

Under the 1974 Safe Drinking Water Act, the United States Environmental Protection Agency and the California Department of Public Health were charged with the responsibility of setting and implementing safe drinking water standards. Congress reauthorized this act in 1996. One hundred compounds are now regulated; another 48 are subject to monitoring. Fortunately, only a small number have ever been detected in Fresno's water supply.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline (1-800-426-4791).

What happens in Fresno if a well exceeds EPA or DHS standards?

If a well violates standards, it would be removed from service and an alternate water supply is provided. In the event a well exceeds standards but must stay in service, customers who receive water from that well would be directly notified by mail or by hand-delivered flyers.

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (USEPA) and the State Department of Public Health (Department) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. Department regulations also establish limits for contaminants in bottled water that must provide the same protection for public health.

Nitrate: Nitrate in drinking water at levels above 45 mg/L is a health risk for infants of less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of the infant's blood to carry oxygen, resulting in a serious illness; symptoms include shortness of breath and blueness of the skin. Nitrate levels above 45 mg/L may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant women and those with certain specific enzyme deficiencies. If you are caring for an infant, or you are pregnant, you should ask advice from your health care provider.

Arsenic: While your drinking water meets the federal and state standard for arsenic, it does contain low levels of arsenic. The arsenic standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. The U.S. Environmental Protection Agency continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems.

Lead: If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The City of Fresno is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at http://www.epa.gov/safewater/lead.

Fluoride: Fluoride is added to the drinking water in several Fresno County districts that lay within the City of Fresno service area. The fluoride levels in the treated water are maintained within a range of 700 to 1,300 ug/L or ppb, as required by Department regulations. Children living in these districts should avoid taking fluoride drops. While all of the fluoridated districts exist north of Shaw Ave., not all districts north of Shaw Ave. are fluoridated. If you are unsure as to whether you are receiving fluoride in you tap water, please contact the water division or your dentist. Additional information is available at the Public Health Department's fluoridation website, where you may obtain more information about fluoridation, oral health, and current issues www.cdph.ca.gov/certlic/drinkingwater/Pages/Fluoridation.aspx.

How Water Quality Affects People

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

California Drinking Water Source Assessment and Protection Program

The City of Fresno Water Division and the California Department of Public Health, CaDPH, has completed the California Drinking Water Source Assessment and Protection (DWSAP) Program for water wells operated by the Fresno Water Division. The complete report prepared in 2003 is available for viewing at the Water Division or the Fresno CaDPH office. Please contact the Water Division at 621-5300 or CaDPH at 447-3300 if you are interested in more information regarding this report.

The City operates approximately 260 wells throughout Fresno's 115 sq mile area. Given the size and complexity of our system, the DWSAP report is a very large document and even a brief summary would be difficult to include in this Consumer Confidence report. However, two summary data tables are available on the City's website at www.fresno.gov. In the search box type Water Quality Report and you will automatically be routed to the linking page containing the reports.

The multipurpose goal of the DWSAP is to identify ways communities can protect the water supplies, manage their water resources, improve drinking water quality, inform their citizens of known contaminants, identify known activities and locations that can threaten their supply, and meet regulatory requirements.

As an example, the following is a partial list of contaminating activities and sources which can affect Fresno's drinking water:

Airports-Maintenance/Fueling Areas, Apartments and Condominiums, Automobile-Body Shops, Automobile-Gas Stations, Automobile-Repair Shops, Boat Services/Repair/Refinishing, Chemical/Petroleum Processing/Storage, Crops, Irrigated, Dry Cleaners, Electrical/Electronic Manufacturing, Fertilizer, Pesticide/Herbicide Application, Golf Courses, Historic Gas Stations, Historic Waste Dumps/Landfills, Home Manufacturing, Hospitals, High-Density Housing, Junk/Scrap/Salvage Yards, Known Contaminant Plumes, Landfills/Dumps, Machine Shops, Metal Plating/Finishing/Fabricating, Medical/Dental Offices/Clinics, Military Installations, Motor Pools, Office Buildings/Complexes, Parks, Pesticide/Fertilizer/Petroleum Storage & Transfer Areas, Photo Processing/Printing, Plastics/Synthetics Producers, Railroad Yards/Maintenance/Fueling Areas, Rental Yards, Schools, Septic Systems-High Density, Sewer Collection Systems, Transportation Corridors-Railroads, Underground Storage Tanks-Confirmed Leaking Tanks, Utility Stations-Maintenance Areas, Veterinary Offices/Clinics, Wastewater Treatment Plants, Wells-Agriculture/Irrigation, Wells-Water Supply.

More information is included in the summary which identifies the affected well(s) and associated activities.

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Department of Public Utilities
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A copy of this report is available on the City of Fresno Web site. Go to www.fresno.gov/water

A translation of this report in Spanish, Hmong, and Vietnamese can be requested by calling 621-5365.

Este informe contiene información muy importante sobre su agua potable. Traduzcalo o hable con alguien que lo entienda bien.

Daimtawv tshaj tawm no muaj lus tseemceeb txog koj cov dej haus. Tshab txhais nws, los yog tham nrog tej tug neeg uas totaub txog nws.

Chi ti rây th t quan tr ng, xin nh ngu i d ch cho quý v .

Water Quality
Annual Report 2010

City of FRESNO

Fresno's *Clean, Healthy, Sustainable* Water Supply

For City of Fresno water customers, there are two main sources of drinking water. The first is the Fresno Sole Source Aquifer, a large underground water system that supplies many communities in the San Joaquin Valley. Approximately 260 City wells draw from this aquifer for a large portion of our water every day. Unfortunately, all this groundwater pumping has consequences.

Fresno's water table has dropped more than 100 feet in the past 80 years.

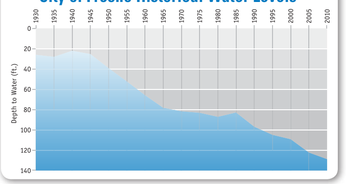
For this reason, the City has an aggressive recharge program that is continually finding new ways and places to conduct groundwater recharge.

The second source is surface water delivered via Fresno Irrigation District canals and comes from Millerton and Pine Flat lakes, located in the foothills east of Fresno. This water is treated to drinking water standards at Fresno's state of the art 30 million gallons per day Surface Water Treatment Facility in northeast Fresno.

The Metro Plan – A more Balanced Approach

To shift from an historically disproportionate dependence on groundwater to a more balanced use of water resources, the City has adopted The Metropolitan Water Resources Management Plan. With the stated goal of a more sustainable supply of water, The Metro Plan, among other recommendations, calls for a new Surface Water Treatment Facility in Southeast Fresno.

City of Fresno Historical Water Levels



Eventually, this 80-million gallon-per-day facility will tap into Fresno's allocation of FID surface water stored behind Pine Flat Dam, putting it to direct, beneficial use for our residents and expanding our reliance on surface water beyond the current 18%. In wet years, the City will be able to capture and use more of our surface water supply, allowing the Fresno Sole Source Aquifer to recharge.

This new source of surface water, combined with our planned reuse program, and the community's cooperation with water conservation efforts, will continue our sustainable and reliable supply of water for years to come.

Water Quality

The City of Fresno offers its customers high-quality water that meets state and federal standards. Even so, drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk.

More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline (1-800-426-4791).

Contaminants that may be present in source water include:

- **Microbial contaminants,** such as viruses and bacteria that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- **Inorganic contaminants,** such as salts and metals, that can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- **Pesticides and herbicides** that may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- **Organic chemical contaminants,** including synthetic and volatile organic chemicals that are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.
- **Radioactive contaminants** that can be naturally-occurring or be the result of oil and gas production and mining activities.

Tables 1-5: Primary Standards and Unregulated Contaminants

The following tables list all the drinking water contaminants that were tested for during the 2010 calendar year. The presence of these contaminants in the water does not necessarily indicate that the water poses a health risk. Unless otherwise noted, the data presented in this table is from testing done January 1 through December 31, 2010. The State requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data contained in this report, though representative of the water quality, is more than one year old.

Terms and Abbreviations

n/a: not applicable

NTU: Nephelometric Turbidity Unit

nd: not detectable at reporting limits.

ng/L: nanograms per liter or parts per trillion.

ug/L: micrograms per liter or parts per billion

mg/L: milligrams per liter or parts per million

pCi/L: picocuries per liter (a measure of radiation)

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. Environmental Protection Agency.

Public Health Goal (PHG): The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

Primary Drinking Water Standard (PDWS): MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Regulatory Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

Treatment Technique: A required process intended to reduce the level of a contaminant in drinking water.

Table 1: PRIMARY STANDARDS AND UNREGULATED CONTAMINANTS

Chemical Table	MCL	PHG (MCLG)	Fresno Average	Range of Detection's	MCL Violation	Last Sampled	Typical Source of Contaminant
Volatile Organic Contaminants							
cis-1,2-Dichloroethylene (ug/L)	6	(70)	0.21	nd - 5.3	NO	2010	Discharge from industrial chemical factories; major biodegradation byproduct of TCE and PCE groundwater contamination
trans-1,2-Dichlorothylene (ug/L)	10	60	0.00	nd - 0.87	NO	2010	Discharge from industrial chemical factories; major biodegradation byproduct of TCE and PCE groundwater contamination
Tetrachloroethylene (PCE) (ug/L)	5	0.06	0.07	nd - 1.7	NO	2010	Discharge from factories, drycleaners, and auto shops (metal degreaser)
Trichloroethylene (TCE) (ug/L)	5	0.8	0.28	nd - 4.2	NO	2010	Discharge from metal degreasing sites and other factories
Synthetic Organic Contaminants							
Dibromochloropropane (DBCP) (ng/L)	200	1.7	55	nd - 190	NO	2010	Banned nematocide that may still be present in soils due to runoff/leaching from former use on soybeans, cotton, vineyards, tomatoes, and tree fruit
Ethylene Dibromide (EDB) (ng/L) (1)	**50**	**(0)**	**0.4**	**nd - 64**	**YES**	**2010**	**Discharge from petroleum refineries; underground gas tank leaks; banned nematocide that may still be present in soils due to runoff and leaching from grain and fruit crops**
Inorganic Contaminants							
Aluminum (AL) (ug/L)	1000	0.6	0.89	nd - 180	NO	2008	Erosion of natural deposits; residue from some surface water treatment plants
Arsenic (As) (ug/L)	50	0.004	1.4	nd - 5.5	NO	2008	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes
Barium (Ba) (mg/L)	1	(2)	0.008	nd- 0.15	NO	2008	Discharges of oil drilling wastes and from metal refineries; erosion of natural deposits
Fluoride (ug/L)	2000	1000	185	nd - 1200	NO	2008	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate (NO3) (mg/L)	45	45	21	0 - 42	NO	2010	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Radionuclides (2)							
Gross Alpha (pCi/L)	15	n/a	3.19	-1.53 - 22.90	NO	2007	Erosion of natural deposits
Radium 226 (pCi/L)	3	n/a	0.72	-0.12 - 3.84	NO	2007	Erosion of natural deposits
Radium 228 (pCi/L)	2	n/a	0.60	-0.22 - 2.3	NO	2007	Erosion of natural deposits
Uranium (pCi/L)	20	0.5	5.89	nd - 16	NO	2007	Erosion of natural deposits
Unregulated Contaminants (ICR, UCMR & Misc)							
DCPA Diacid + Monoacid		n/a	0.969	nd - 4.7	n/a	2004	We are required by regulations to monitor for certain unregulated contaminants. This is helpful to the USEPA and CDHS for tracking the location of contaminants and whether there is a need for stricter regulations. Several contaminants indicate detected values with a "<" symbol meaning less than. There are two possible reasons for this. First, the Detection Limit for Reporting, DLR, has not been established by EPA or CDHS. Second, for various reasons, the analytical equipment is unable to quantify the value below the stated "less than" value but analysis indicates the contaminant is present. For either reason, the concentration cannot be quantified and the City must assume that a "Fresno Average" is not applicable for this report.
Dichlorodifluoromethane (Freon 12)		n/a	0.510	nd - 21	n/a	2008	
Trichloropropane (1,2,3-TCP) (3)		n/a	0.003	nd - 0.13	n/a	2007	
Disinfection Byproducts, Disinfectant Residuals, and Disinfection Byproduct Precursors							
Total Trihalomethanes (TTHM) (ug/L)	80	n/a	11.70	nd - 23	NO	2010	Byproduct of drinking water chlorination
Haloacetic Acids (HAA5) (ug/L)	60	n/a	3.70	nd - 6.7	NO	2010	Byproduct of drinking water chlorination
Chlorine (NAOCL) (mg/L)	4	4	0.80	nd - 3.1	NO	2010	Drinking water disinfectant added for treatment

Table 2: MICRO BIOLOGICAL CONTAMINANTS

Over 220 bacteriological samples are collected every month in Fresno's distribution system. In addition, over 300 bacteriological samples are collected from wells and treatment sites.

Contaminant	Highest No. of Detection's	No. of Months in Violation	MCL	MCLG	Typical Source of Bacteria
Total Coliform Bacteria	3 of 251 or 1.2%	0	5%	0	Naturally present in the environment
E.coli	0	0	A routine sample is positive for E.coli and a repeat sample is positive for total, fecal or E.coli bacteria	0	Human or animal fecal waste

Table 3: LEAD AND COPPER

Lead and Copper samples are collected from wells, the distribution system and from inside residences.

Contaminant	No. of Samples Collected	90th Percentile Level Detected	No. of Sites Exceeding Action Level	Action Level	MCLG	Typical Source of Contaminant
Lead (ug/L) (Sampled in 2009)	50	2	0	15	0.2	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits
Copper (mg/L) (Sampled in 2009)	50	0.17	0	1.3	0.3	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives

(1) Ethylene Dibromide (EDB), A single well, PS 275, located in SE Fresno near Kings Canyon and Fowler had two result that exceeded the MCL of .05 ug/L in April. The site was immediately turned off and a carbon change out was scheduled. EDB is associated with petroleum refineries; underground gas tank leaks; and banned nematocide that may still be present in soils due to runoff and leaching from grain and fruit crops. Some people who use water containing ethylene dibromide in excess of the MCL over many years may experience liver, stomach, reproductive system, or kidney problems, and may have an increased risk of getting cancer.

(2) RADIONUCLIDES, including Gross Alpha, Uranium, Radium 226 and Radium 228 are sampled on various schedules depending upon the results for previous samples. The well may be sampled as often as every three years but no longer than nine years. Compliance is based on the average of four quarters. Several well sites had samples that exceeded the MCL for a specific sample date. Some people who drink water containing these constituents over many years may have an increased risk of getting cancer.

(3) Trichloropropane (1,2,3-TCP), The USEPA periodically requires utilities to conduct monitoring of unregulated contaminants such as 1,2,3-TCP which has been detected in 30 Fresno wells. The State of California has created a regulatory notification level of 0.005 ppb which is also the detection limit for reporting. At the request of DHS in 2004, we removed from service well site 63, located near McKinley and Chestnut, which exceeds 100 times the action level. The City continues monitoring of the affected wells. Some people who use water containing 1,2,3-trichloropropane in excess of the notification level over many years may have an increased risk of getting cancer, based on studies in laboratory animals.

Notice of Violation

Results for the disinfection by-products monitoring conducted during 4th Quarter 2010 were not submitted to the State Department of Public Health within the required reporting time, constituting a Monitoring and Reporting Violation requiring public notification. All results indicated the water delivered during this time met State and Federal health standards.

Notice of Violation

Operator Certification Regulations as well as the approved operations plan for the Surface Water Treatment Facility require the chief treatment plant operator to hold a certification equal to or above the classification of the facility. In the case of Fresno's SWTF, this is a T-5 certification. Due to a personnel action, the City was without a T-5 certified chief operator from October 30, 2010 through April 11, 2011. This constitutes a failure to meet the certification regulations. This failure was not an emergency and did not in any way affect the quality or safety of the drinking water being delivered. On April 12, 2011, a T-5 certified operator joined the City staff to serve as chief treatment plant operator.

Table 4: SECONDARY STANDARDS CONTAMINANTS LIST

Secondary standards are based on aesthetic factors (taste, appearance and odor, etc.) and are not health related.

Inorganic Contaminants	MCL	Fresno Average	Range of Detection's	MCL Violation	Last Sampled
Aluminum (ug/L)	200	0.008	nd - 180	No	2008
Apparent Color (Unfiltered)	15	1.01	nd - 5	No	2008
Chloride (Cl) (mg/L)	500	9	1.7 - 49	No	2008
Copper (Cu) (mg/L)	1	0.001	0 - .085	No	2008
Iron (Fe) (ug/L) (4)	**300**	**5**	**nd - 570**	**Yes**	**2008**
Manganese (Mn) (ug/L)	50	0.11	nd - 23	No	2008
Sodium (Na) (mg/L)	n/a	19	4.4 - 32	No	2008
Specific Conductance (E.C.) (umho/cm+)	1600	309	88 - 740	No	2008
Sulfate (SO4) (mg/L)	500	10	2 - 36	No	2008
Total Dissolved Solids (TDS) (mg/L)	1000	219	97 - 430	No	2008
Total Hardness (as CaCO3) (mg/L)	n/a	114	26- 300	No	2008
Turbidity (Lab) (units)	5	0.25	0.10 - 4.3	No	2008
Zinc (Zn) (ug/L)	5000	1.58	nd - 320	No	2008

(4) A single well, PS 187 had an elevated level of iron exceeding the aesthetic standards of 300 ug/L. Previous and additional samples from this well were non-detectable indicating that the problem was associated with the well itself and not the water.

Table 5: TURBIDITY IN NORTH EAST FRESNO RELATED TO SURFACE WATER TREATMENT PLANT OPERATIONS

Turbidity is a measurement of the cloudiness of the water determined by the ratio of the intensity of light scattered by the sample to the intensity of incident light. We monitor it because it is a good indicator of the effectiveness of our filtration system.

	MCL	MCLG	Level Found	Range	Sample Date	Violation	Typical Source
Turbidity (NTU)	TT = 1 NTU	n/a	0.139	n/a	01-Feb-10	n/a	Soil runoff
	TT = 95% of samples <0.3 NTU	n/a	100%		Continuous	n/a	

Incredible Water Statistics

In 2010, the Department of Public Utilities Water Division…

- **Supplied an average of 130 million gallons of water per day**
- **Serviced more than 130,000 water customer accounts**
- **Operated approximately 260 active pump stations with a high-tech production and distributed control system**
- **Managed more than 200 acres of recharge basins**
- **Maintained nearly 1,800 miles of water main**
- **Operated a 30 million gallon per day (MGD) Surface Water Treatment Facility in Northeast Fresno and a 2 MG storage tank in Southeast Fresno**

…to supply nearly 48 billion gallons of safe, reliable, and affordable water to Fresno residents

We're here to help!

You can contact the City of Fresno Water Division by phone, mail or e-mail.

PHONE

Water Division	621-5300
Water Quality	621-5365
Water Conservation	621-5480

MAIL

City of Fresno Water Division
1910 E. University Ave.
Fresno, CA 93703-2988

E-MAIL

information@water.fresno.gov
www.fresno.gov/water

OPPORTUNITIES FOR PUBLIC DISCUSSION

The public is invited to discuss water quality and other water issues during monthly meetings held at the Water Division. For more information, contact us at 621-5305.

SPEAKER'S BUREAU & TOURS

Need a speaker for your school, community group, or service club about water issues? Tours and classroom presentations are also available. Call us at 621-5480.

Q&A with Wally Meter

Water meters are already here for many residents. Here are answers to some of the most common questions:

Q. Why is the City of Fresno implementing water meters?
A. The City of Fresno is transitioning to metered water because of state and federal mandates. Also, water meters are necessary in order to satisfy the contract that supplies Fresno with 60,000 acre-feet of water from behind the Friant Dam.

Q. When will I get a water meter?
A. The City of Fresno has been installing water meters and will continue to install water meters over the next few years at approximately 111,000 residences. You can view a map showing the progress of water meter installations at www.fresnowatermeter.org/map.pdf.

Q. How will I be billed?
A. The City of Fresno has switched from bimonthly (every two months) billing to monthly utility bills. Your water charges will soon change from a monthly flat rate to a variable rate based on the amount of water you use.

Q. Will the City send me a sample bill so I can see how much water I'm using?
A. For two months prior to sending your first metered water bill, the City will mail you information notices outlining how much water you are using. These notices will include the charge amount that this level of water consumption would equate to using the metered water rate. During these months you will only be required to pay your customary flat-rate water charges.

Q. What's in it for me?
A. Right now, the cost of water is spread evenly over the entire population, meaning water savers pay for water wasters. If you are among those who conserve water, you may see a decrease in what you pay the City.

For more information regarding water meters: www.fresno.gov/watermeter | 621-8610.